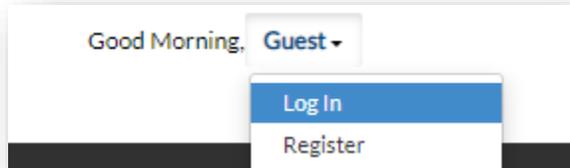


## Refund Request

For an existing permit or plan

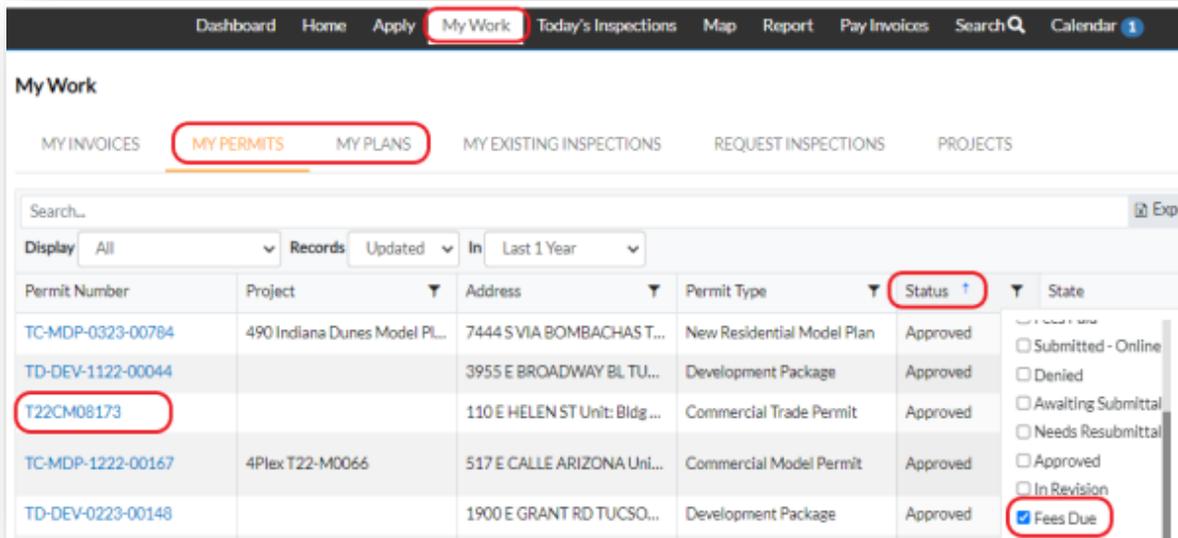


1. Go to [TDC Online](#), for best results use a Google Chrome browser.
2. **Register** or **Log In**, using your email address.

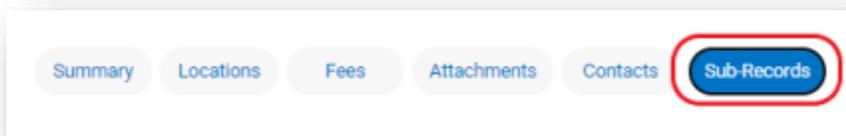


## Locate an Existing Invoice

1. Click the **"My Work"** tab or use the search bar to locate the permit or plan.
2. Use the **"Status"** filter if needed.
3. Click the **blue permit or plan number hyperlink** to go to the details screen.



4. Click the **"Sub-Records"** tab.



5. Select “Apply”.

The screenshot shows a table titled "Existing Sub-Records" with a "Sort" dropdown set to "Record Number". The table has three columns: "Record Number", "Type", and "Status". Below the table, it says "No records to display." Below that is a section titled "Remaining Sub-Records" with a table with two columns: "Type" and "Action". The "Action" column contains two blue "Apply" buttons, both of which are circled in red. At the bottom, there is a pagination control showing "Results per page" set to 10, "1 - 2 of 2" records, and navigation arrows.

If you do not have the option for a refund, please email [pdsdinquiries@tucsonaz.gov](mailto:pdsdinquiries@tucsonaz.gov) and request that it be added. NOTE: The image above does not have the option to request a refund.

6. Enter a reason for the request into the “Description” field.

The screenshot shows a multi-step form titled "Apply for Plan - Request Refund" with a "\*REQUIRED" label in the top right. The steps are: 1. Type, 2. Contacts, 3. More Info, 4. Attachments, 5. Signature, and 6. Review and Submit. Under "PLAN DETAILS", there is a red instruction: "Please delete the existing description and describe the reason for your refund request." Below this is a dropdown menu for "Plan Type" set to "Request Refund". The "Description" field is highlighted with a red box and contains the text: "please indicate the reason you are applying for a refund. (i.e. impact fees were paid on a previous permit, double charged for a certain fee, etc.)". At the bottom right, there are "Save Draft" and "Next" buttons.

7. Add any additional contacts if needed.
8. Fill out all required fields.
9. Include the address that the check will be mailed to.

10. + **Add Row** for each fee that you are requesting to be refunded.

MORE INFO

Please complete all required fields including the table indicating which costs you are requesting to be reviewed for a potential refund.

\*Plan or Permit Type

Please provide a name and address for the fee

Billing Contact

Street Address 15707 Rockfield Boulevard, #300, Irvine, CA 92618

Top | Main Menu

Edit

Invoice Number INV-00008130

Receipt Number 007121-2023

Fee Name Staff Review - Commercial - Plan Check

Requested Refund Amount 7051.85

Update Cancel

Refund Request Details

+ Add Row

	Invoice Number	Receipt Number	Fee Name	Requested Refund Amount
<a href="#">Edit</a>	INV-00008130	007121-2023	Staff Review - Commercial - Plan ...	7051.85

11. **Upload the receipt** to show proof of payment.

12. Click **“Next”**.

Apply for Plan - Request Refund \*REQUIRED

Type     Contacts     More Info     **Attachments**     Signature     Review and Submit

Attachments

Please attach your original receipt for payment.



**Receipt for Payment**

T22CM03209 Receipt.pdf

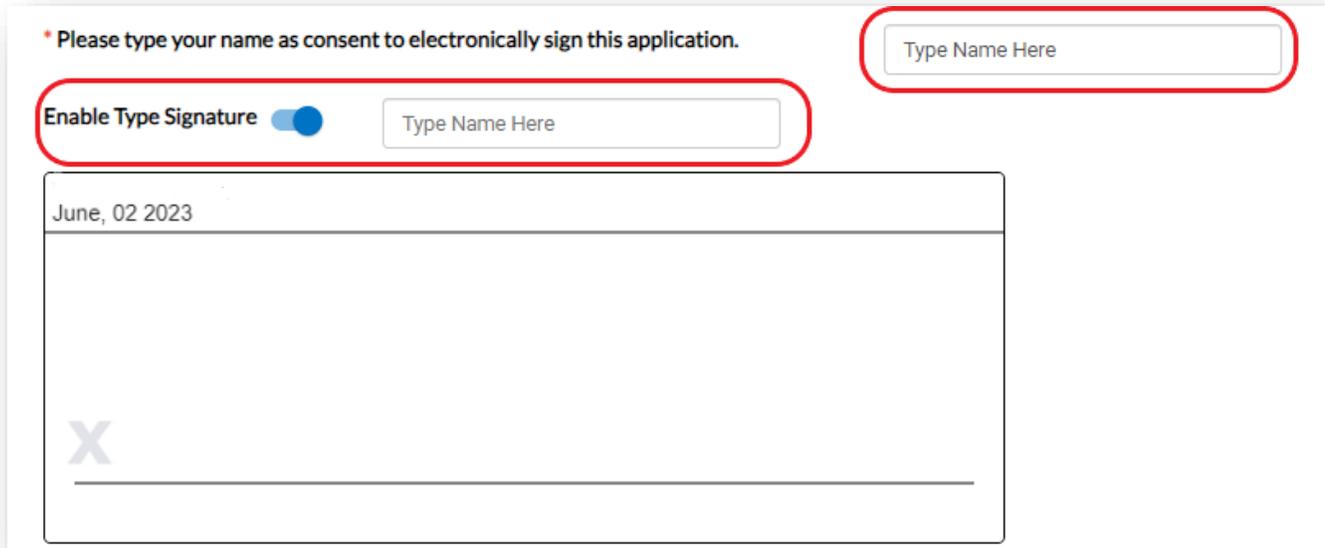
Size: 129.81 KB

Remove

Back Save Draft    Next

## Signature

13. Read the statement on the signature page.
14. Type your full legal name in the consent field.
15. Draw your signature or toggle the “Enable Type Signature” button and type your name into the field.



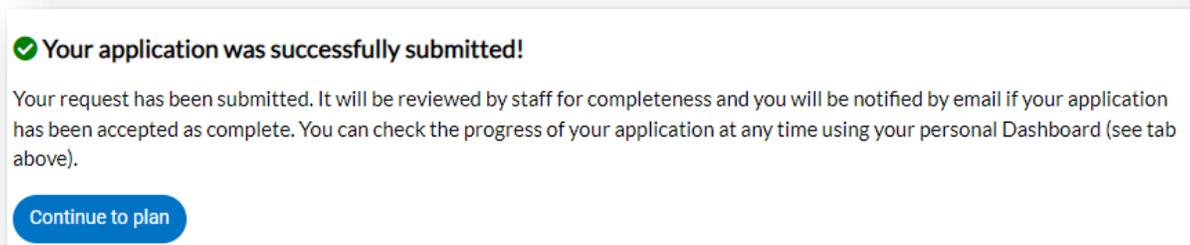
The screenshot shows a digital signature interface. At the top, a red asterisk and the text “Please type your name as consent to electronically sign this application.” are displayed. To the right is a text input field labeled “Type Name Here”. Below this, there is a section with a red border containing the text “Enable Type Signature” next to a blue toggle switch, and another text input field labeled “Type Name Here”. The main area of the form is a large white box with a date stamp “June, 02 2023” at the top left and a large, faint “X” watermark in the center, indicating a signature area.

## Final Review

16. Verify the information is correct and edit if needed.
17. Click the “**Submit**” button to submit your application.

## Next Steps

18. You will receive a plan number.
19. You can view your application and updates in real time.



The screenshot shows a confirmation message with a green checkmark icon and the text “Your application was successfully submitted!”. Below this, a paragraph states: “Your request has been submitted. It will be reviewed by staff for completeness and you will be notified by email if your application has been accepted as complete. You can check the progress of your application at any time using your personal Dashboard (see tab above).” At the bottom left, there is a blue button labeled “Continue to plan”.

*After the request is submitted it will be reviewed by management. The review is expected to take between 2-3 weeks. If the refund is approved a check should be expected 4-6 weeks after the approval date.*